

QPR Calculation / System Results
Fourth Quarter Fiscal Year 2016

	Results	Results Average	Goal	Goal Average
A: Environment Outside the Station		2.73		2.80
Cleanliness Of Walkways & Entry Plaza Just Outside Station (50%)	2.62		2.70	
BART Parking Lot Cleanliness (25%)	2.98		3.10	
Appearance Of BART Landscaping (25%)	2.69		2.70	
B: Environment Inside the Station		2.68		3.00
Cleanliness Of Station Platform (60%)	2.84		3.15	
Cleanliness Of Other Station Areas (20%)	2.65		3.00	
Restroom Cleanliness (10%)	2.16		2.30	
Elevator Cleanliness (10%) ↓	2.33		2.80	
C: Station Vandalism		2.99		3.19
Station Kept Free Of Graffiti	2.99		3.19	
D: BART Police Presence		2.30		2.50
Adequate BART Police Presence In Stations	2.28		2.50	
Adequate BART Police Presence In Parking Lots/Garages	2.40		2.50	
Adequate BART Police Presence Inside Train Cars	2.22		2.50	
E: Station Services		2.94		3.06
Availability Of Station Agents (65%)	2.91		3.00	
Availability Of BART Brochures (35%)	3.00		3.17	
F: Train P.A. Announcements		3.09		3.17
P.A. Arrival Announcements ↓	3.04		3.14	
P.A. Transfer Announcements ↓	3.02		3.10	
P.A. Destination Announcements ↓	3.20		3.26	
G: Train Exterior Appearance		2.85		3.00
Appearance Of Train Exterior ↓	2.85		3.00	
H: Train Interior Cleanliness		2.94		3.00
Train Interior Cleanliness (60%)	2.68		2.75	
Train Interior Kept Free Of Graffiti (40%)	3.34		3.38	
I: Train Temperature		3.09		3.12
Comfortable Temperature Onboard Train ↓	3.09		3.12	

Scale is a 4-point scale (Excellent=4, Good=3, Only Fair=2, Poor=1)